

When will MiSSG go live for schools? When will users be able to access the system?

The first week of August, 2015.

When will we get out user names and passwords?

Emails containing user names, starter passwords, and registration instructions will be sent out to school users during the first week of August, 2015.

Where is the form located to get a user name?

The College Security Access Form was provided to schools through GovDelivery. However, if you need another copy, it is available in the Forms and Documents section of our Web site. [View Here.](#)

Can an individual have different security levels for different programs?

Absolutely! For example, it would be perfectly acceptable to have a user with Administrator rights for MCS/MTG, Update rights for TIP, and No Access for CVTG. The only caveat is that some programs are required to have matching security levels. For example, a user may NOT have *different* levels for MCS/MTG.

Will we be able to get additional user accounts in this new system? Why was the number of logins limited before?

Yes, you may request as many MiSSG user accounts as you require but note that they will automatically become locked after six months of inactivity, unlike in the previous system. User accounts will also need to be renewed every year.

In MISO, there was a hard limit on total quantity of users. It was a restriction imposed by old technology. That restriction has been removed in MiSSG.

When will the Student Portal be up and running for students to use?

The first week of August, 2015.

How does a student get a user account?

Students merely need to have a FAFSA on file with the State of Michigan to enter the Student Portal and create their own account.

What is the Web address for accessing the MiSSG Student Portal?

<https://misg.guarantorsolutions.com/StudentPortal>

How will the students be notified that they can go into the student portal and view the information?

Through a partnered mixture of efforts by SSG's Outreach team, high school counselors, and financial aid professionals.

When will TIP be set up online?

Early 2016.

Will all State of Michigan programs eventually be in this system?

Only MCS/MTG, TIP, CVTG, STG, and Gear Up (1, 2, and 3) are included in the current contract.

Will we still need to report withdrawals to State of Michigan?

MiSSG no longer utilizes the Monitoring & Adjustment form that was present on MISO. Withdrawals will be noted during certification on the Certification Roster.

What about adjustments for withdrawal calculations? Is there an area to enter and get it calculated?

Just as it was announced during both the Winter and Summer MSFAA conferences, there is a new policy regarding this. Below is an excerpt from the 2015-16 State Programs Procedures Manual:

"Monitoring and Adjustment Forms

When a student withdraws, a monitoring and adjustment form is no longer needed. Starting in 2015-16 the Monitoring and Adjustment form is no longer needed unless your institution would like to use it internally to calculate figures; however, SSG just needs to know the amount being awarded. For the MCS and MTG-If the student withdraws at 100%, all the funds come back to the program. Anything other than 100% withdraw, the institution can keep due to the institutional costs that occurred during the enrollment process since MCS and MTG are based on aggregate funds to the institution. The student's check count will be reduced accordingly."

How long will you continue to accept the rosters in the current format?

The previous file format is no longer valid. A new format is required for MiSSG. The file layout document was provided to schools through GovDelivery. However, if you need another copy, it is available in the Forms and Documents section of our Web site. [View Here.](#)

For our rosters for MCS, will we still use the DEG to get our files or is that going away?

The DEG is closed. The last files that were sent out were for reference only; no more will be sent.

Will the slides be available after the Webinar?

Yes! They are located on our site under the Financial Aid Professionals section [here.](#)

From Slide 8, it says that we will only see students who are currently enrolled. Do you mean enrolled or do you mean that we will view the students who have listed our school in the #1 spot on the FAFSA?

Students will automatically appear on the rosters of the school which is in the #1 position on the FAFSA's school list. However, SSG and students can still perform manual transfers to an institution.

Why was the decision made to only show the 1st choice school?

This has been a State of Michigan policy for a very long time.

Will the school code order on FAFSA matter for the other state programs such as TIP and CVTG?

At this time no, but each program will have different rules/criteria which must be met on the application. As future programs are included in MiSSG, the requirements will be publicly available.

For MCS, if your school is not listed first on the FAFSA, can the student simply contact the SSG and ask them to transfer?

We do encourage students to log into their accounts on the Student Portal and perform the transfer themselves, however, SSG can also perform this function over the phone if that best serves the student.

When you award the students that were on the wait list or reinstatement list, will we get an email letting us know that that happened? Or will we have to go check in periodically?

Emails will be generated automatically by the system in these events.

Is the school profile and school budget in MISO being copied into MiSSG?

The school profiles and school budgets that were entered into MISO will indeed be transferred into MiSSG. The current contact person in MISO will be automatically loaded as the primary point of contact for MCS and MTG. The secondary contact information will begin blank. As a school user, you may update the school profile to make it as accurate as possible.

Will there be the same type of training for TIP?

There will be full support and training for all of the programs in MiSSG including videos, webinars, and even on-site training if requested and coordinated.

If I need assistance with MiSSG or want to schedule training, who should I contact?

Please send an email that describes your request to ssg@michigan.gov, from there we can get you to the appropriate person.